

Unit Owner Resource Guide

Aventura Police Dept. (305) 466-8989	Miami-Dade Police Dept. (305) 4-POLICE (305) 476-5423
Bay Harbour Police Dept. (305) 866-5000	
Bay Harbor Islands Police Dept. (305) 866-6242	Miami Shores Police Dept. (305) 759-2468
Biscayne Park Police Dept. (305) 893-7490	North Bay Village Police Dept. (305) 758-2626
Coral Gables Police Dept. (305) 442-1600	North Miami Police Dept. (305) 891-8111
Cutler Bay Police Dept. (305) 234-4237	North Miami Beach Police Dept. (305) 949-5500 / 5599
City of Doral Police Dept. (305) 593-6699	Opa-Locka Police Dept. (305) 953-2877
El Portal Police Dept. (305) 795-7870	Palmetto Bay Police Dept. (305) 259-1270
Hialeah Police Dept. (305) 687-2525	Pinecrest Police Dept. (305) 234-2100
Hialeah Gardens Police Dept. (305) 558-3333	South Miami Police Dept. (305) 663-6301
Homesread Police Dept. (305) 247-1535	Sunny Isles Beach Police Dept. (305) 947-4440
Key Biscayne Police Dept. (305) 365-5555	Surfside Police Dept. (305) 861-4862
Miami Police Dept. (305) 579-6640	Sweetwater Police Dept. (305) 552-9900
Miami Beach Police Dept. (305) 673-7900	Virginia Gardens Police Dept. (305) 871-3141
Miami Lakes Police Dept. (305) 698-1500	West Miami Police Dept. (305) 266-0530

OTHER RESOURCES:

Violation of condominium laws

Dept. of Business and Professional Regulation ... 800-226-9101 ext 2

Discrimination/Harassment

Florida Commission on Human Relations 850-488-7082

Emergency Assistance

FLMA 800-621-3362

Consumer Complaints

Dept. of Agriculture and Consumer Services 800-435-7352

Condominium Crimes Screening Checklist and Unit Owner Resource Guide



Law Enforcement Meets State Regulators and Condominium Ombudsman to Provide Direction and Assistance to Unit Owners



In response to rising concerns from condominium unit owners regarding alleged misuse of funds by Boards of Directors and Community Association Managers, members of the Florida Department of Law Enforcement (FDLE) met with the representatives from the Department of Business and Professional Regulation (DBPR) and the Office of the Condominium Ombudsman (OCO) in order to conduct a Condominium Awareness Seminar for many South Florida law enforcement agencies. With guidance from the DBPR, this Condominium Awareness seminar resulted in the Florida Department of Law Enforcement issuing a checklist for affected unit owners to follow in order to resolve their complaints more efficiently.



This guide is designed to assist the unit owner in filing complaints regarding alleged fraud or financial impropriety by a member or members of a board of directors or by a community association manager.

The Office of the Condominium Ombudsman will act as a liaison to review and evaluate whether the complaint is administrative, civil or criminal in nature.



So, your first question is probably, “What is an Ombudsman?”, followed quickly by, “Who is the Ombudsman?”

An Ombudsman, as granted authority in Section 718.5012 Florida Statutes, generally acts as a liaison between unit owners, board members, boards of directors, community association managers and other affected parties in order for them to understand their rights and responsibilities. The legislature requires that the ombudsman acts as a neutral resource to those involved.

Currently, Danille Carroll is the Florida ombudsman for Condominiums, with a satellite office located at the North Broward Regional Service Center, 1400 West Commercial Boulevard in Fort Lauderdale. The phone number is 954-202-3234.



What follows is the checklist that DBPR and FDLE have developed in order to better assist the ombudsman in determining how and where your complaint should be filed. Please read through it carefully and provide all the information that is requested (attach additional sheets if necessary).

